Amendments to the Claims

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)** A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

querying an awards database to determine whether an awards account is associated with said user, ~~and to determine whether said user's awards account contains sufficient awards to entitle said user to access awards services~~;

acquiring itinerary data from said user ~~upon a positive determination of said query of said awards database~~;

querying an itinerary database with said itinerary data and receiving a plurality of itineraries;

providing to said user said plurality of itineraries;

~~allowing~~ <u>receiving from</u> said user ~~to select~~ <u>a selection of</u> an initial itinerary from said plurality of itineraries;

querying said awards database and determining if said user's awards account contains sufficient awards for said initial itinerary;

providing to said user an alternative itinerary for which said user's awards account contains sufficient awards; ~~and~~

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~~allowing~~ receiving from said user ~~to select~~ a selection of said alternative itinerary; and

ticketing or holding said alternative itinerary.

2. **(Previously Presented)** The computer-implemented method according to claim 1, further including the step of:

confirming said selected itinerary.

3. **(Previously Presented)** The computer-implemented method according to claim 1, further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

4. **(Previously Presented)** The computer-implemented method according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. **(Previously Presented)** The computer-implemented method according to claim 1, further including the step of:

assigning seats to said user for said selected itinerary.

6. **(Previously Presented)**   The computer-implemented method according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously Presented)**   The computer-implemented method according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously Presented)**   The computer-implemented method according to claim 1, wherein said identification data is biometric data.

9. **(Previously Presented)**   The computer-implemented method according to claim 8, wherein said identification data is voice data.

10. **(Previously Presented)**   The computer-implemented method according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously Presented)**   The computer-implemented method according to claim 1, wherein said awards database is a look-up table.

12. **(Currently Amended)** A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

querying an awards database to determine whether an awards account is associated with said user, ~~and to determine whether said user's account contains sufficient awards to entitle said user to access awards services~~;

acquiring itinerary data from said user ~~upon a positive determination of said query of said awards database~~;

querying an itinerary database with said itinerary data;

providing to said user one or more itineraries;

prompting said user to select an itinerary from said plurality of itineraries;

querying an awards database to determine if said user's awards account contains sufficient awards for said selected itinerary;

providing to said user an alternative itinerary for which said user's awards account contains sufficient awards; ~~and~~

~~allowing~~ <u>receiving from</u> said user ~~to select~~ <u>a selection of</u> said alternative itinerary;

prompting said user to ticket or hold said selected itinerary;

<u>ticketing or holding said alternative itinerary;</u>

prompting said ~~second~~ user to enter baggage data;

acquiring baggage data from said ~~second~~ user; and

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querying a baggage database with said baggage data for information in said

baggage database.

13. **(Previously Presented)**   The computer-implemented method according to claim 12,

further including the step of:

confirming said selected itinerary.

14. **(Previously Presented)**   The computer-implemented method according to claim 12,

further including the steps of:

placing said selected itinerary on hold; and

providing said user a reference number indicative of said itinerary.

15. **(Previously Presented)**   The computer-implemented method according to claim 12

wherein said user interacts with said automated interactive voice response system

utilizing vocal responses.

16. **(Previously Presented)**   The computer-implemented method according to claim 12,

further including the step of:

assigning seats to said user for said selected itinerary.

17. **(Previously Presented)**   The computer-implemented method according to claim 12,

wherein said user is transferred to an operator upon request.

18. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said identification data is biometric data.

20. **(Previously Presented)** The computer-implemented method according to claim 19, wherein said identification data is voice data.

21. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Previously Presented)** The computer-implemented method according to claim 12, wherein said awards database is a look-up table.

23 - 24. **(Canceled)**